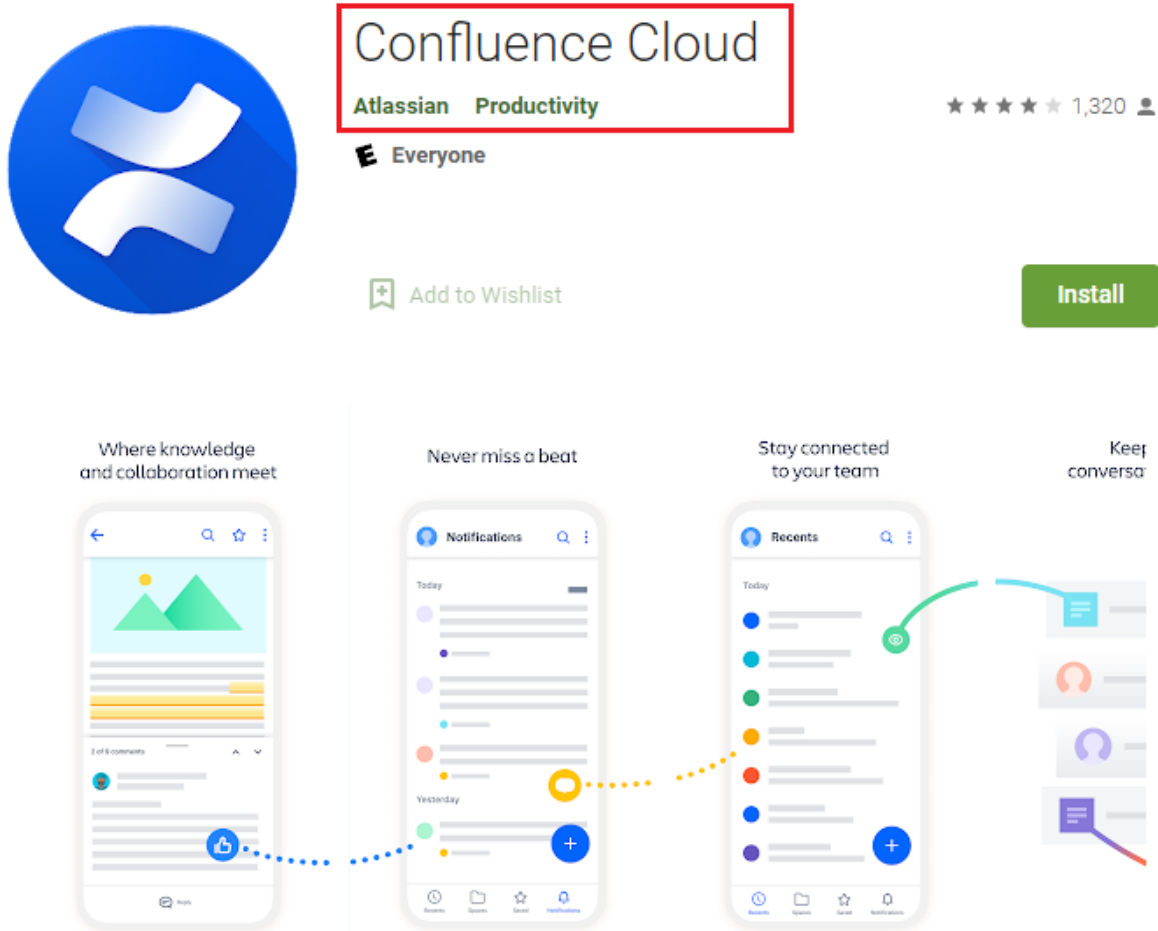| US9454777	Atlassian Confluence Cloud mobile app ("The accused instrumentality")
1. A method to use feedback in a system implemented by a computing device, comprising:	The accused instrumentality practices a method to use feedback in a system implemented by a computing device (e.g., a server of the accused instrumentality). **Confluence Cloud** Atlassian Productivity ★ ★ ★ ★ ☆ 1,320 👤 E Everyone ⊞ Add to Wishlist Install Where knowledge and collaboration meet Never miss a beat Stay connected to your team Keep conversa https://play.google.com/store/apps/details?id=com.atlassian.android.confluence.core&hl=en_US&gl=US

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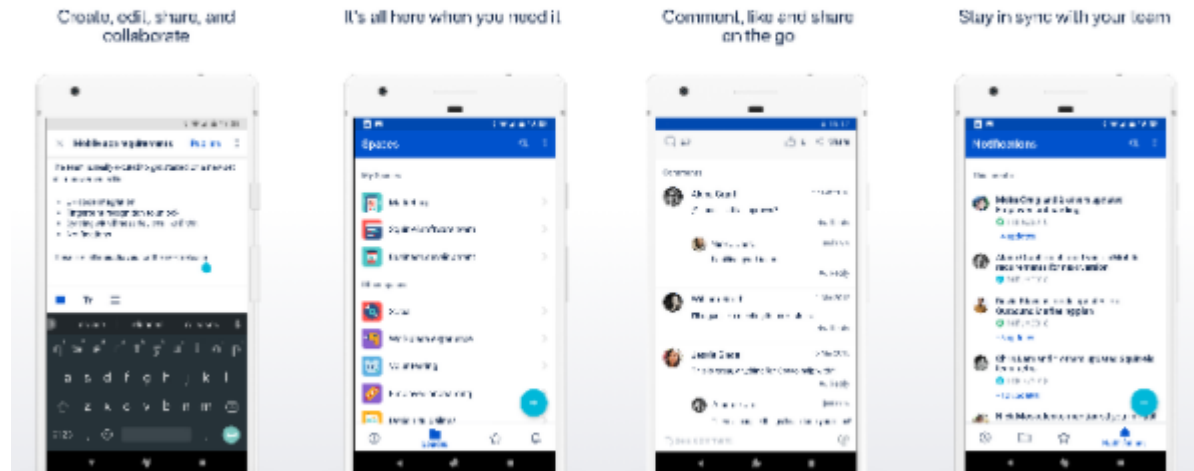• Share pages in Slack right from the Confluence app

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Community / Products / Confluence / Confluence Cloud / Discussions / We're listening: Shake to Feedback on mobile!

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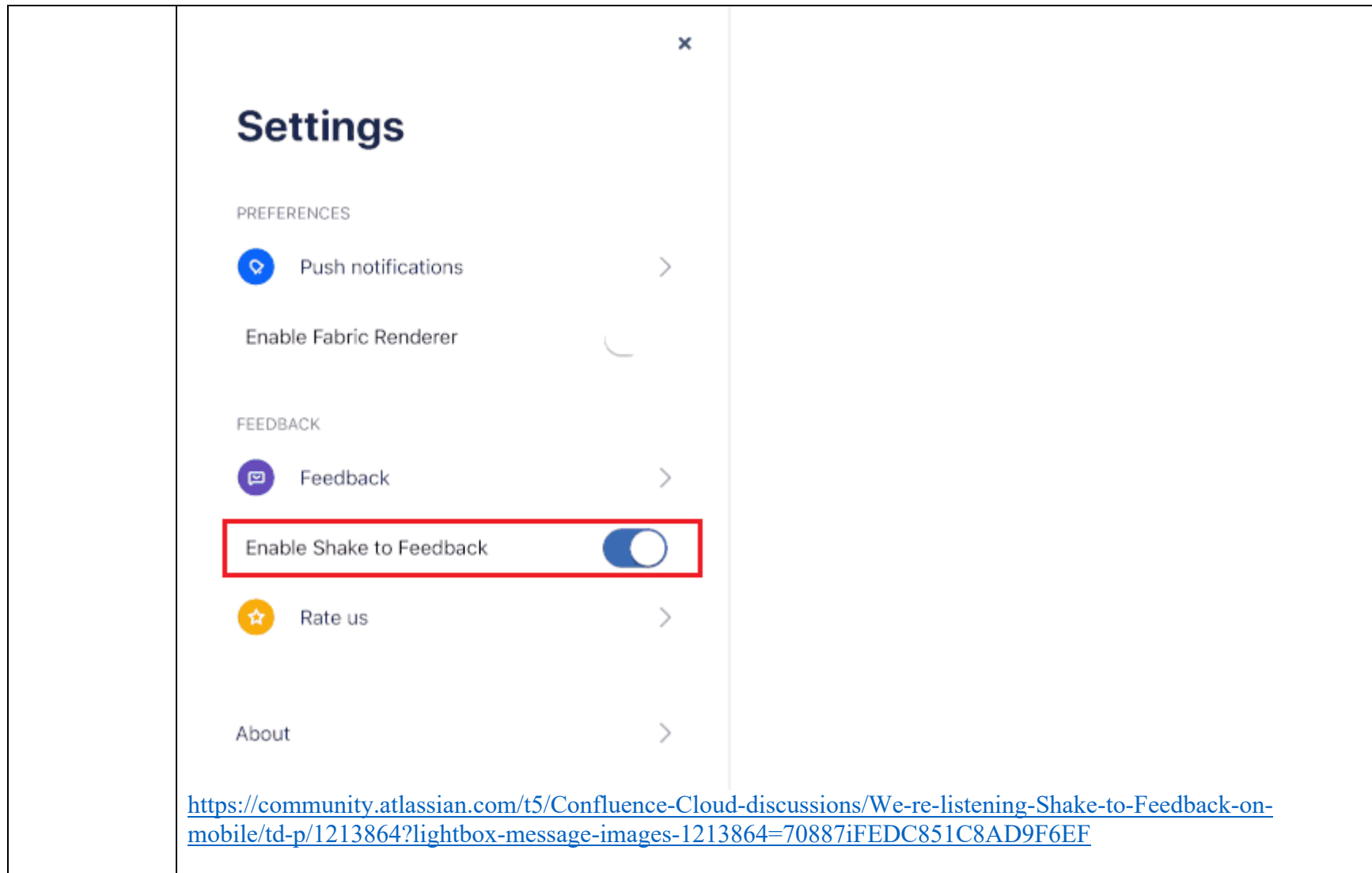
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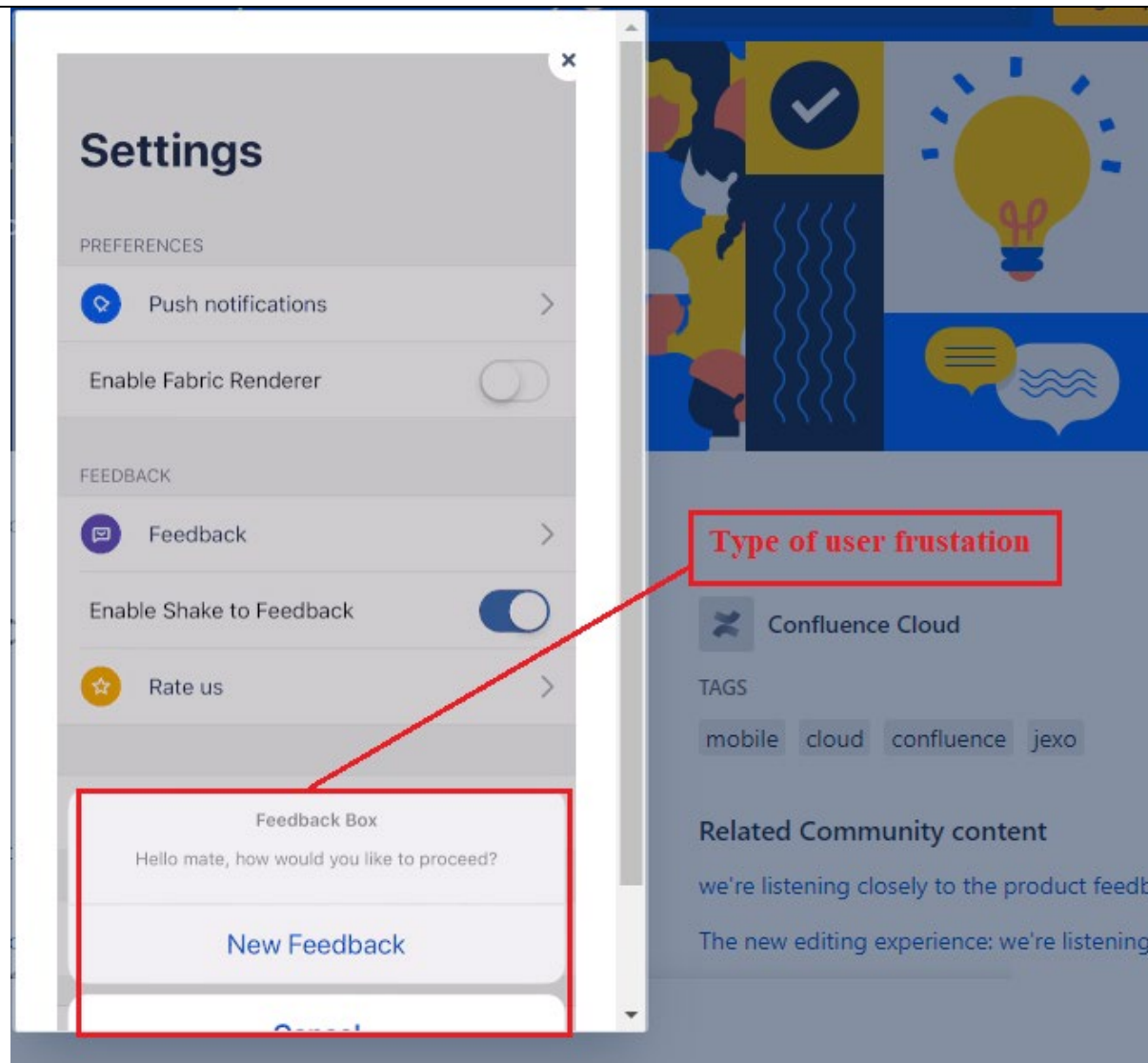
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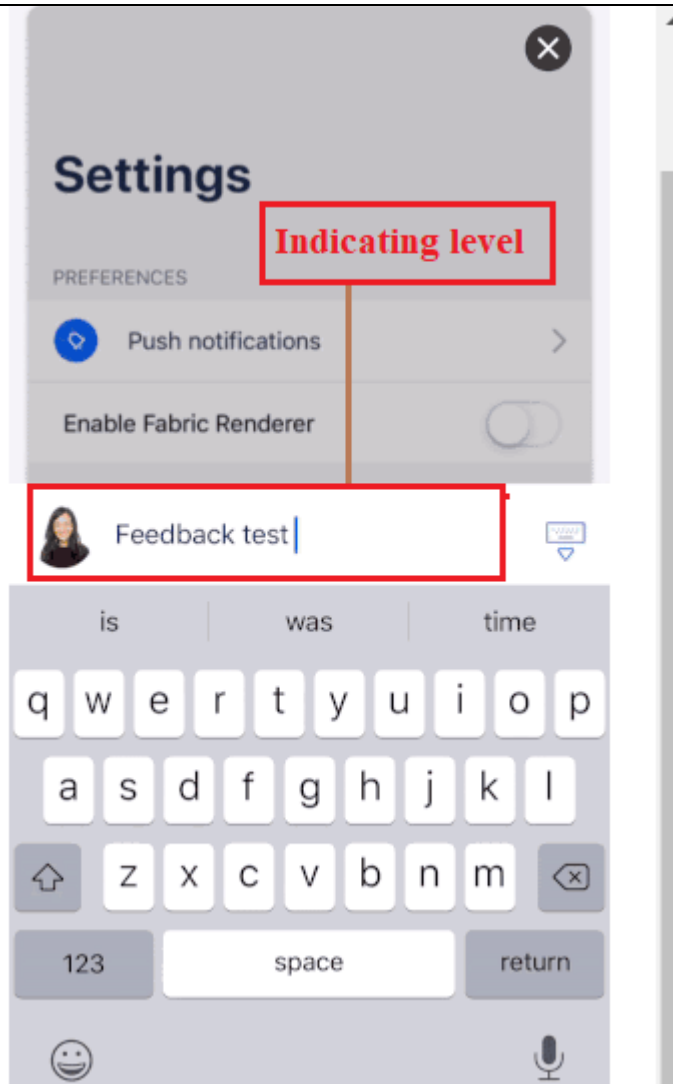
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receiving, by the computing device, a frustration event package comprising a user frustration event indicator and an associated event indicator that indicates a

</td><td>

The accused instrumentality practices receiving, by the computing device (e.g., a server of the accused instrumentality), a frustration event package (e.g., a feedback message from a user of a smartphone enabled with the accused instrumentality) comprising a user frustration event indicator (e.g., an indicator which designates that the received message is a feedback message) and an associated event indicator (e.g., an indicator to show attachments such as text, image, etc. with the feedback message) that indicates a level and a type of user frustration associated with a user frustration event (e.g., shaking a smartphone enabled with the accused instrumentality), wherein the user frustration event (e.g., shaking a smartphone enabled with the accused instrumentality) is associated with a device event (e.g., selecting feedback on a pop-up message) that includes an active operation of a device (e.g., active operation of the accused instrumentality) at a time when the user frustration event (e.g., shaking a smartphone enabled with the accused instrumentality) occurred.

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level and a type of user frustration associated with a user frustration event, wherein the user frustration event is associated with a device event that includes an active operation of a device at a time when the user frustration event occurred;	the user device and it generates a pop-up option to select for sending the feedback. When the user selects a feedback message to be sent at the pop-up option, the accused instrumentality generates a feedback message package which includes information regarding the issue such as screenshots of the app to show where issue occurred, text, other addition information, etc. The user can send this message to the server of the accused instrumentality. Upon information and belief, the server of the accused instrumentality receives the frustration event package comprising a user frustration event indicator and an associated event indicator that indicates a level and a type of user frustration associated with a user frustration event (e.g., shaking a smartphone enabled with the accused instrumentality), wherein the user frustration event (e.g., shaking a smartphone enabled with the accused instrumentality) is associated with a device event (e.g., selecting feedback on a pop-up message) that includes an active operation of a device (e.g., active operation of the accused instrumentality) at a time when the user frustration event (e.g., shaking a smartphone enabled with the accused instrumentality) occurred.

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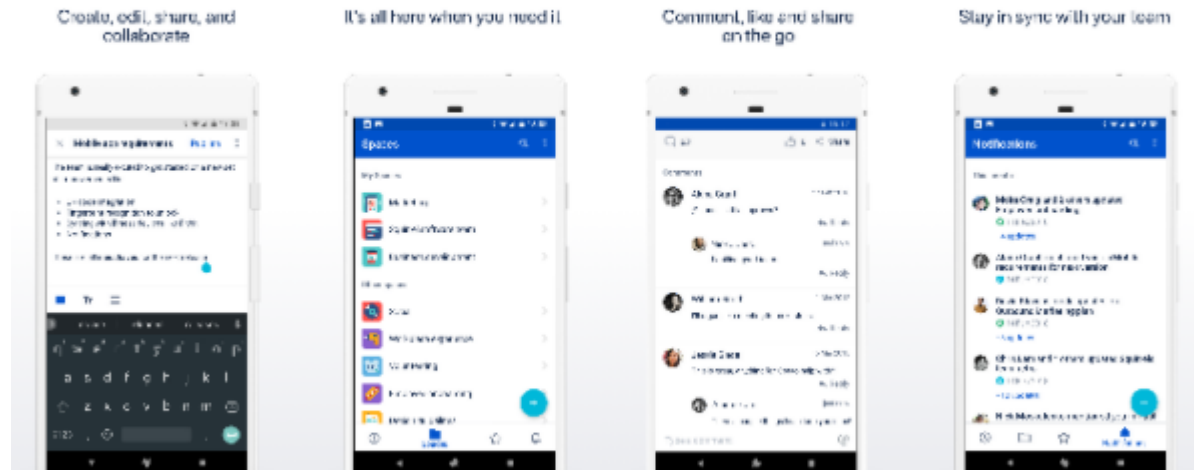• Share pages in Slack right from the Confluence app

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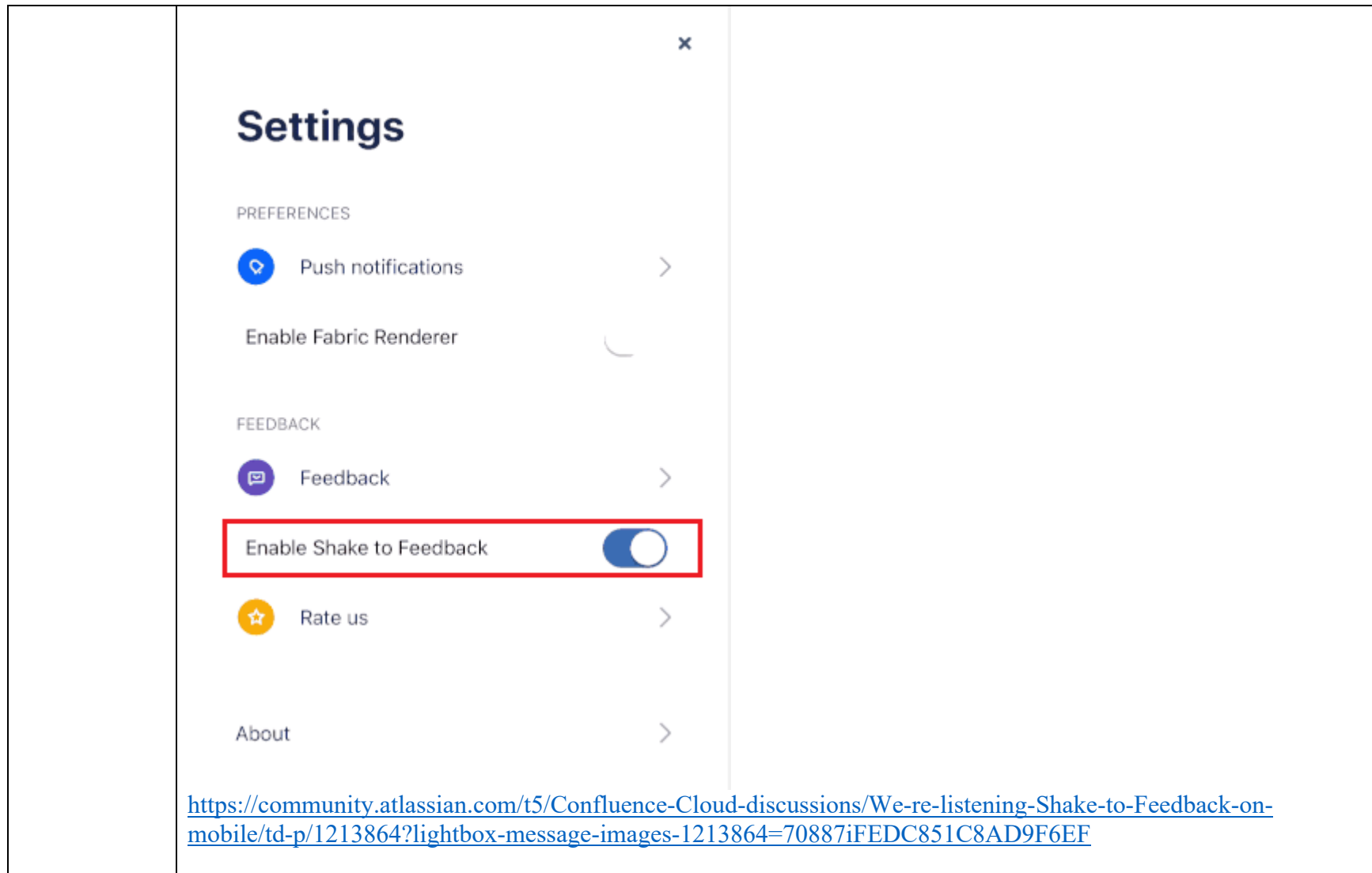
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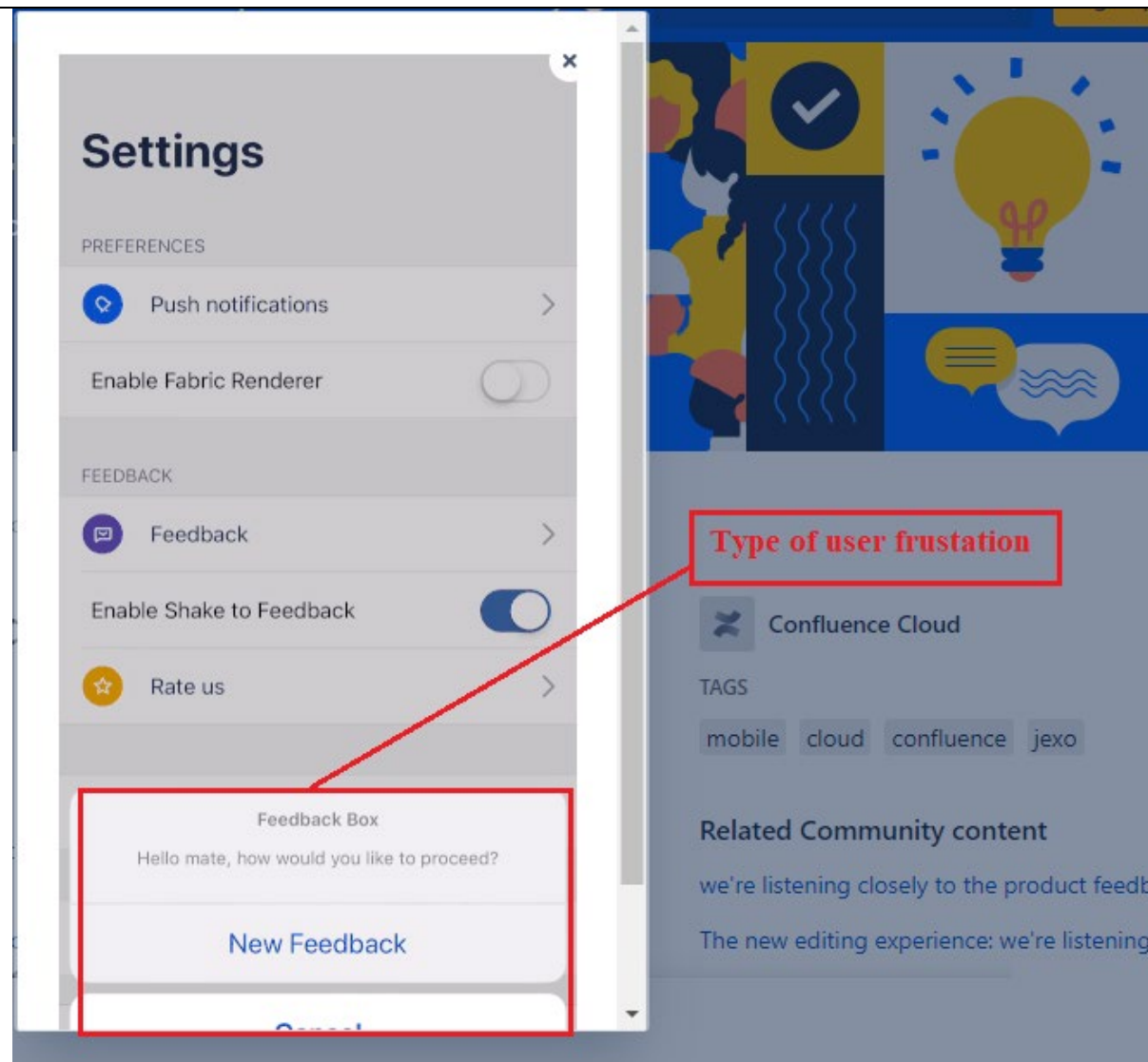
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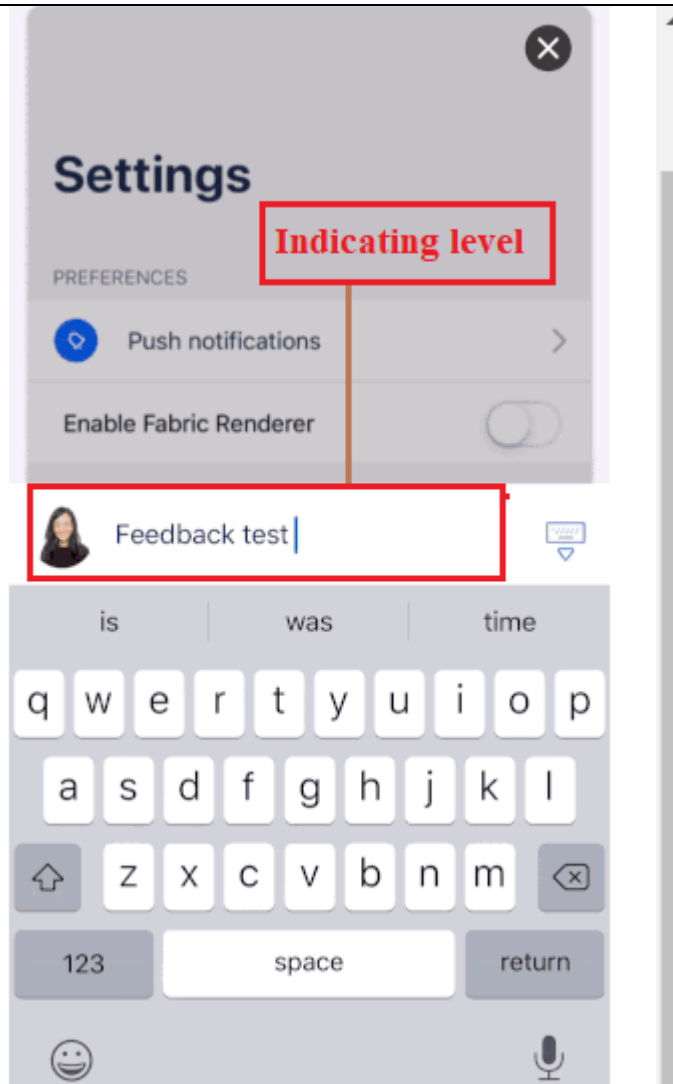
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determining, by the computing device, feedback based at least in part on the user frustration event indicator and the associated	The accused instrumentality practices a method of determining, by the computing device (e.g., a server of the accused instrumentality), feedback based at least in part on the user frustration event indicator (e.g., an indicator which designates that the received message is a feedback message) and the associated event indicator (e.g., an indicator to show attachments such as text, image, etc. with the feedback message). As shown below, when an issue, which incites user frustration, occurred at the interface of the accused instrumentality while using it, the user can provide feedback about the issue. The accused instrumentality provides a feature, shake the device, in order to provide the feedback. The shaking action gets detected by the accused instrumentality through the user device and it generates a pop-up option to select for sending the feedback. When the user selects a feedback message to be sent at the pop-up option, the accused instrumentality generates a feedback message package which includes information regarding the issue such as screenshots of the app to show where issue occurred, text, other additional information, etc. The user can send this message to the server of the accused instrumentality.

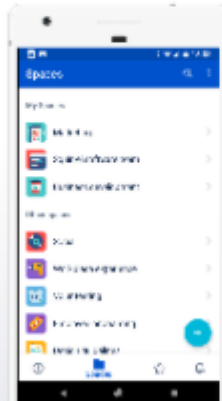|	
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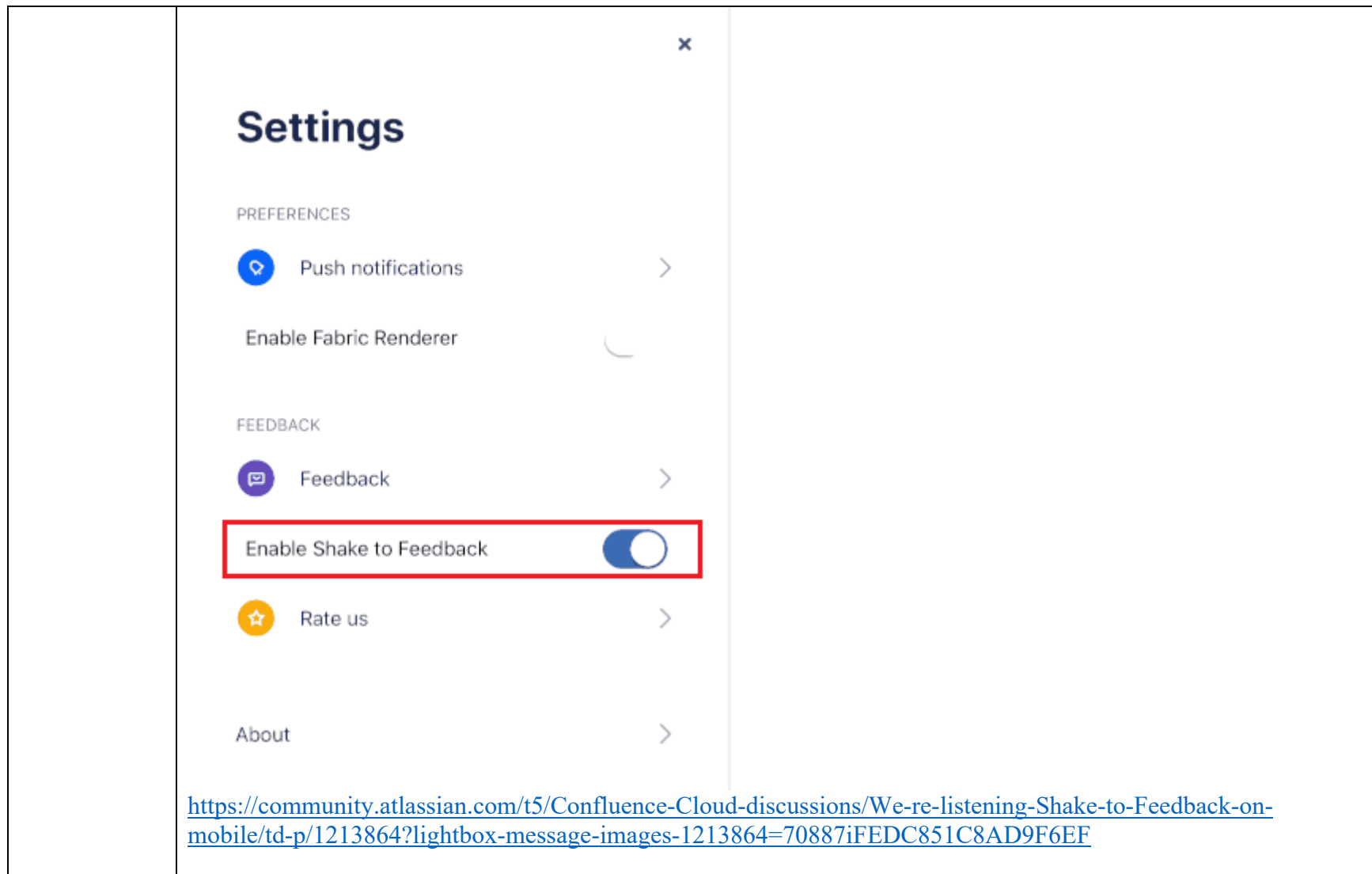
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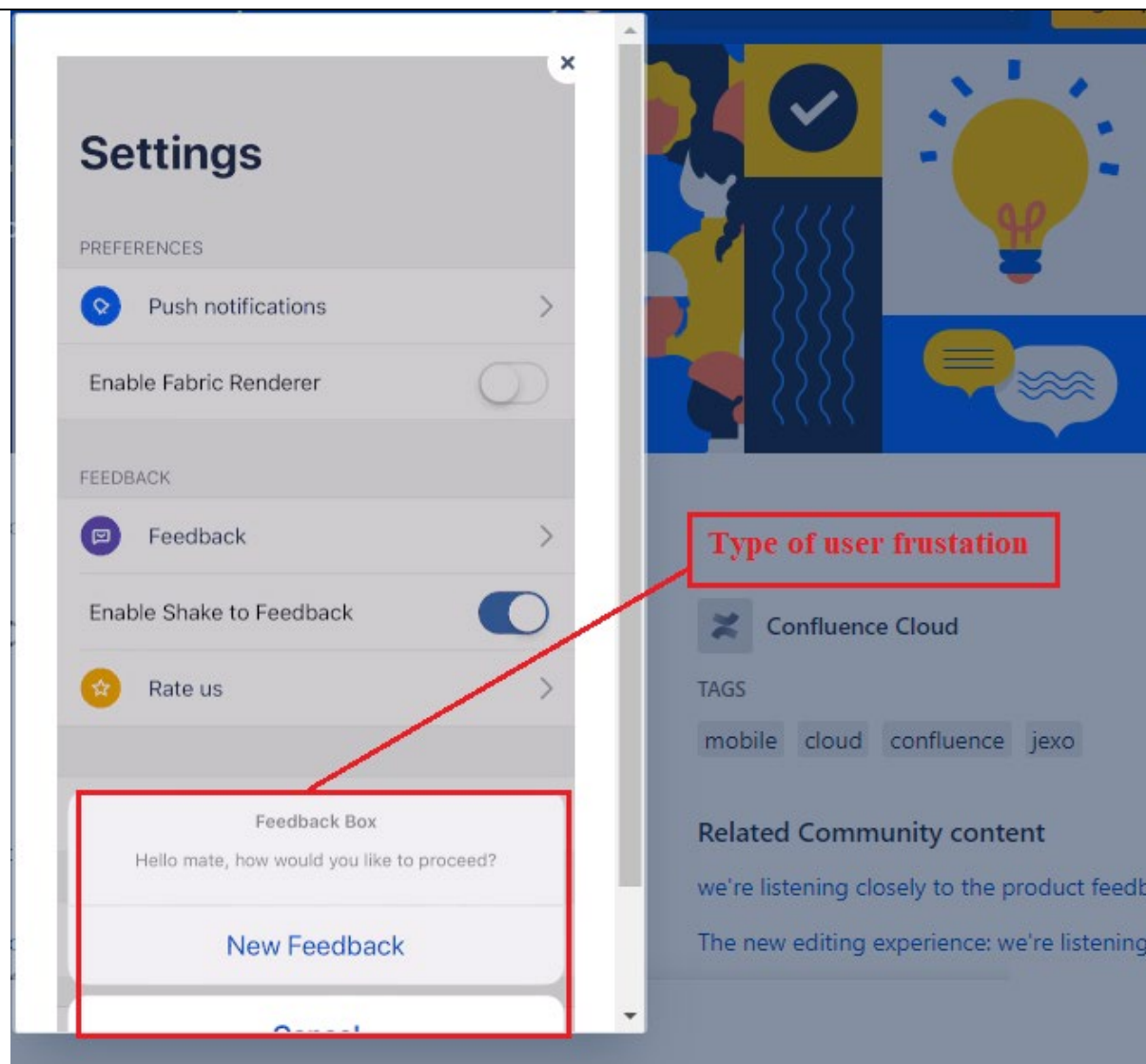
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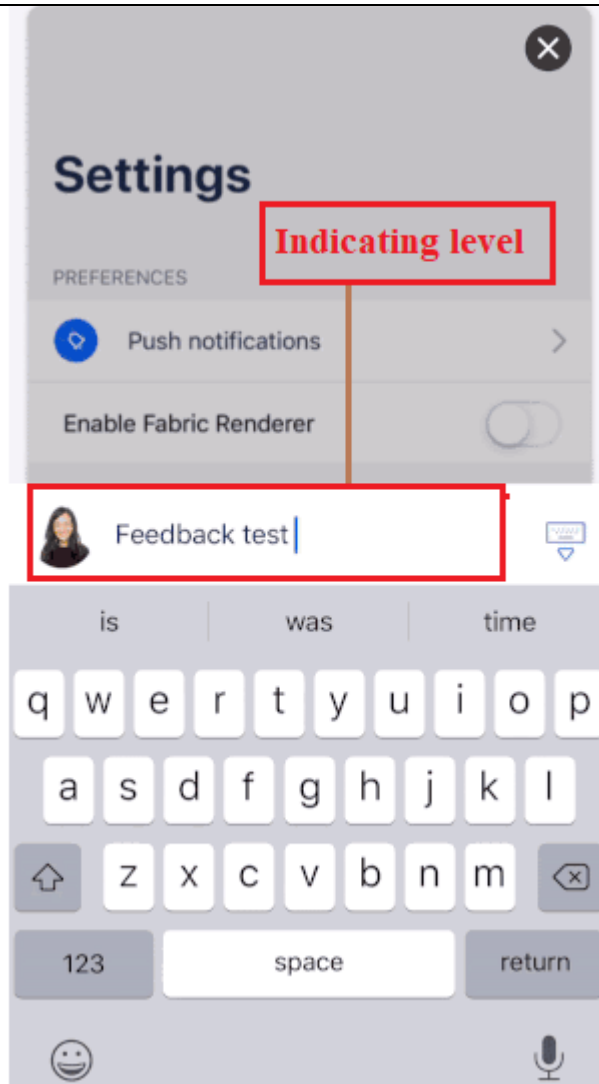
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| implementing, by the computing device, a network action based on the determined feedback. | The accused instrumentality practices a method of implementing, by the computing device (e.g., a server of the accused instrumentality), a network action (e.g., notify the respective team of the accused instrumentality regarding the feedback message) based on the determined feedback.

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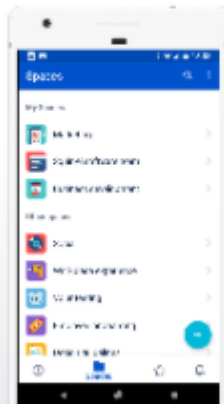
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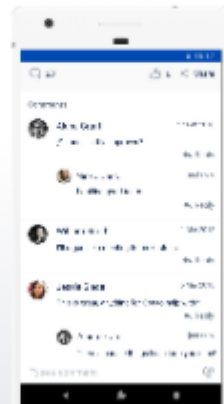

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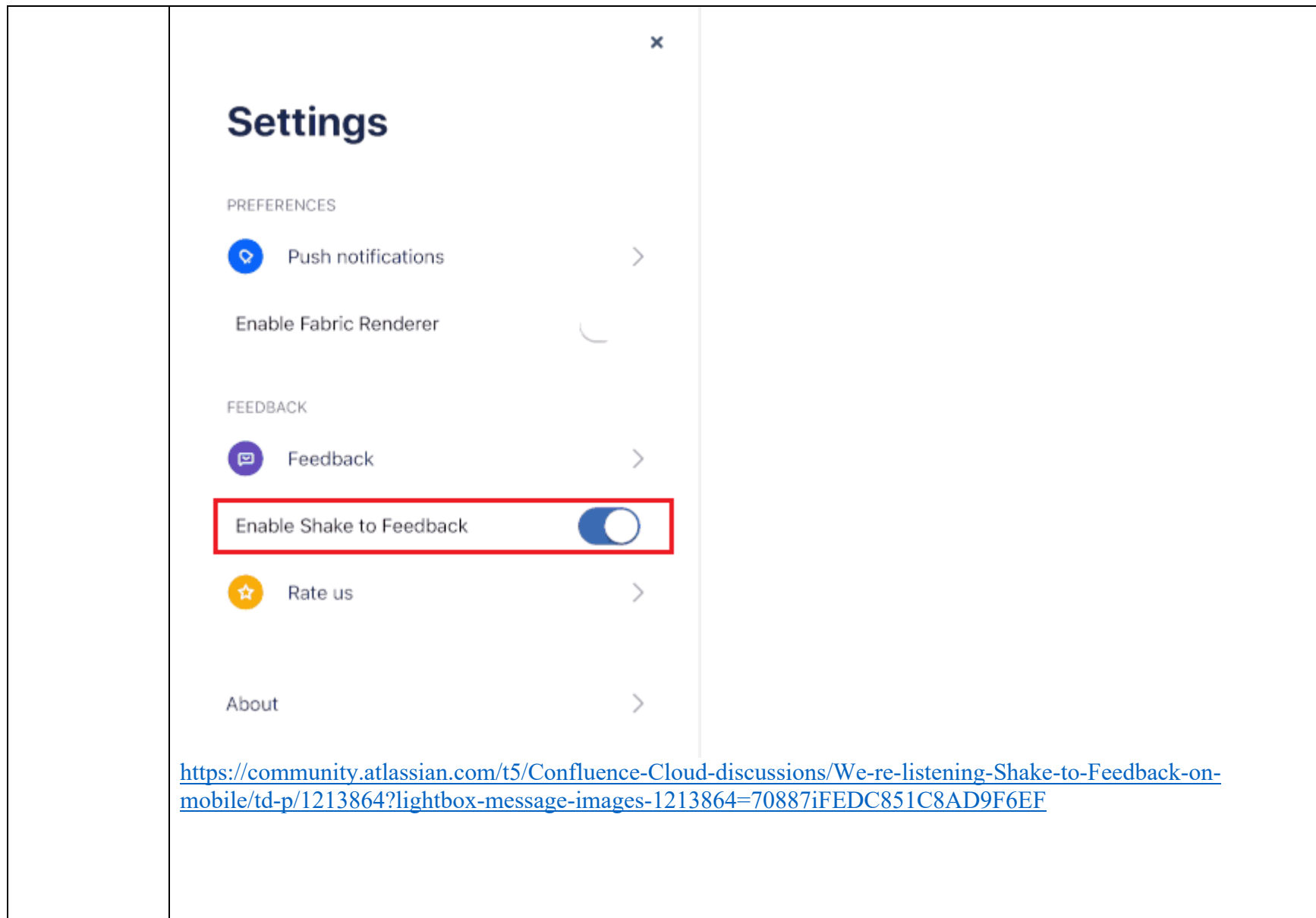
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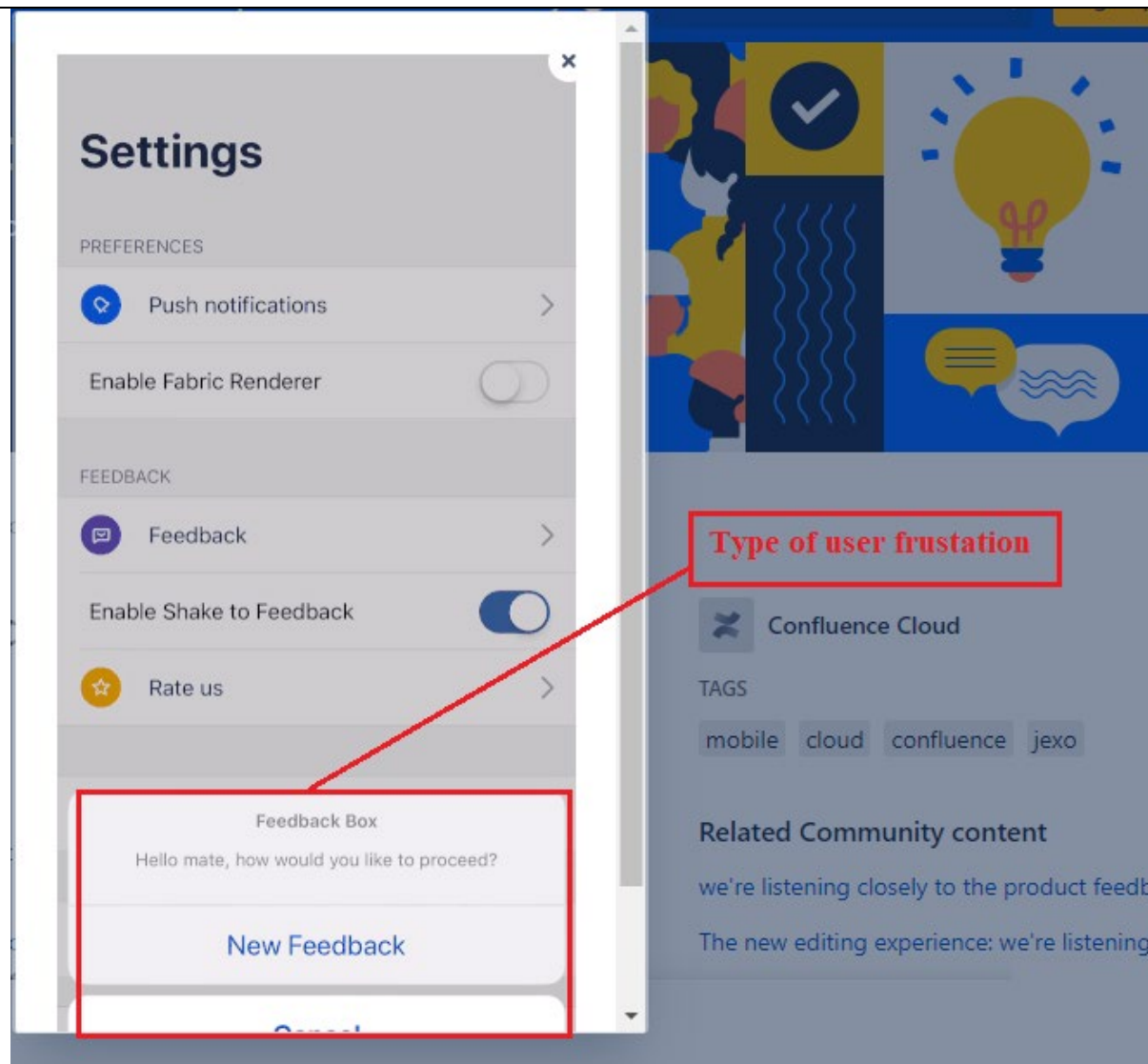
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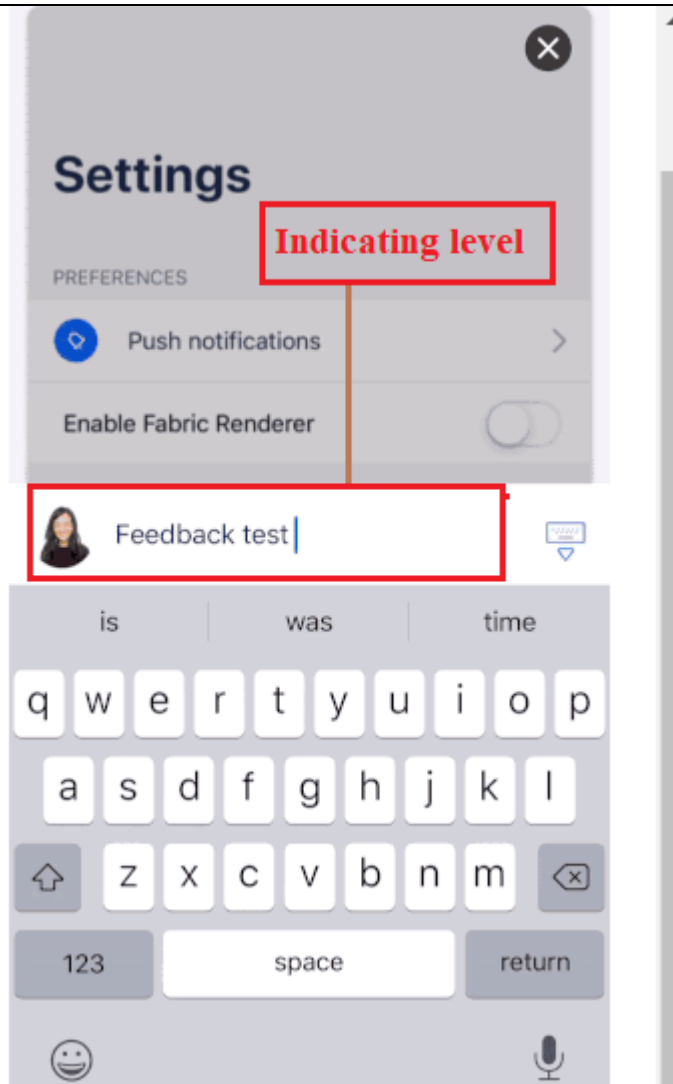
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